

City Building Services (NE) Ltd assess commercial and domestic customers and consumers needs to understand their requirements and to provide service and products tailored to their needs in:

- Fire Door Installation
- Passive Fire Stopping
- Domestic and Commercial Retrofitting and remedial works
- Ground works
- External Construction works

Integral to the success of City Building Services (NE) Ltd is that our performance is based upon the principles of high quality management, safety and workmanship. Our dedicated construction experts provide a comprehensive, professional service with uncompromising quality standards, safe working and trade expertise.

Our services are characterised by our company values and our firm determination to keep our commitments to our customers.

We will assess the needs of staff at all levels and meet those needs in order to increase effectiveness and involvement.

All employees are issued with a company approved set of procedures and standards to ensure that they are aware of what is required of them and that they work to the standards of customer service required by the business.

City Building Services (NE) Ltd expects any work carried out by sub-contractors on the approved supplier list to maintain equal high standards of service and delivery. From time to time, we will carry out site inspections to ensure that such standards are maintained.

City Building Services (NE) Ltd is committed to:

Producing a quality service which satisfies, and if possible, exceeds customer expectations.

Achieving and maintaining a standard of excellence in the operation of business.

Forging partnerships with our suppliers, stakeholders and customers to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.

Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation from top to bottom.

Providing sufficient resources and equipment to ensure that the Company can operate to the documented Management System. The management system conforms to the requirements of BS EN ISO 9001:2015, the International Standard for Quality Management Systems.

Ensuring that our management system provides a framework for the management and control of our activities for Quality. It also supports in establishing and reviewing strategic objectives for the company.

Senior Management ensuring that the Quality Policy is communicated and understood at all levels.

Ensuring that all company policies & procedures have the full support of senior management.

Monitoring performance in all aspects, including customer feedback, in order to measure business performance with a view to continual improvement.

Reviewing our Quality Policy is to ensure that it remains relevant and effective to the changing needs of our business and customers.

Our management system underpins the Company strategy for sustainability and growth and demonstrates our commitment to:

- Provide a framework for risk management
- Establish, manage and review strategic objectives for the company
- Manage and control our activities for Quality
- Drive continual improvement throughout all areas of the business

Director

Wayne Kennedy

Signed:

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